

### III. TELECOMMUTING GUIDELINES/CONSIDERATIONS

#### Management Guidelines (continued)

##### Compensation and Benefits

Employee salary, benefits and company-sponsored insurance coverage will not change due to telecommuting.

##### Information Security

The same security requirements that apply to on-site workers apply to telecommuters (e.g., Pacific Bell Information Security Policies). The telecommuting manager is responsible for ensuring such security. As with all employees, supervisors are responsible for ensuring that all appropriate agreements regarding confidentiality, trade secrets and inventions are signed by telecommuters. Remote access to company computer systems may call for special security measures.

The basic principles include, but are not limited to:

- Information is a valuable company asset and must be protected from unauthorized, incorrect or accidental access, use, modification, destruction or disclosure.
- Employees will be held accountable for securing information by taking reasonable and prudent measures to safeguard information on a routine basis.
- Information will be protected by the employee in a manner consistent with its business value, in all forms (e.g., paper, verbal, video, computer) throughout its life cycle.

### III. TELECOMMUTING GUIDELINES/CONSIDERATIONS

#### Home Environment for Telecommuters

If an employee is to work at home on a regular basis, adequate space and a proper home environment are essential. The decision of where to locate a workstation will be made by the employee, and he/she is responsible for absorbing any costs related to remodeling and initial setup. (Depending upon the type of work to be done, the company may provide some equipment, e.g., computer hardware, which is discussed in the *Service/Equipment* section of this document.) A dedicated work space is highly recommended. This will enable the telecommuter to make the physical arrangements recommended in this section. It will also have the psychological advantage of allowing the employee to separate work and home, a consideration that experienced telecommuters have found helpful.

#### Safety and On-Site Inspections

The employee has the responsibility to maintain his/her home work space in a safe condition, free from hazards or other dangers. The employee agrees that Pacific Bell reserves the right to visit the employee's home work space for the purpose of determining that it is safe and free from hazards. Pacific Bell does not assume any liability for loss, damage or wear of employee-owned equipment, furniture, etc.

### III. TELECOMMUTING GUIDELINES/CONSIDERATIONS

#### Home Environment for Telecommuters (continued)

##### General Environment

The same ergonomic thinking applied to a company office should be considered when creating a home office. The following is a list of recommendations to be taken into account:

- Noise - Many homes have higher noise levels than offices. Locate work site away from sources of noise, conversation and traffic—kitchen, family room, laundry room, etc. If printer is used, look into sound-absorbing mats or enclosures if sound is annoying.
- Work Surface - Glare-free surface with rounded corners and proper height (preferably adjustable).
- Monitor Display Surface - Screen placed so that no excessive head or eye movement from normal line of sight required to see screen, especially if screen is used often.
- Visual Accessibility - Clear, convenient access to all materials/items used frequently. Entire area should be free from obstacles—you shouldn't have to look over, around, or behind something to see what you're working on.
- Reach and Position - Position materials in a hierarchical order—ones used most often should be closest. Also, keeping things in a certain place enhances the feeling of order and organization.
- Chair - Probably the most important part of the work area, the chair affects posture, circulation, and amount of energy spent to maintain a given position.
- Lighting - If using display terminal, keep light sources (from lamps/windows) out of direct line of sight. Position screen so light isn't reflected back from light sources. Minimize surfaces that reflect light or glare.

### III. TELECOMMUTING GUIDELINES/CONSIDERATIONS

#### Home Environment for Telecommuters (continued)

##### Home Adjustments

Telecommuting from home may require adjustments to individual lifestyle and family patterns. Employees need to be aware of the problems others have experienced and evaluate them in accordance with their own circumstances to ensure that both they and the company will benefit from the telecommuting experience. Considerations include:

- "Training" of the family is needed to prepare for a work-at-home arrangement.
- Some individuals experience increased stress because of conflicting work and non-work responsibilities.
- Studies of those working at home indicate that some felt they had problems with physical habits at home: they ate more, drank more coffee, and smokers smoked more.
- Work-at-home may facilitate some flexibility in family care; however, telecommuting is not an alternative to family care and major changes in current child or elder care arrangements are not advised.
- Frequent or full-time telecommuters may initially feel isolated, and they need to make adjustments in their communication patterns (e.g., using voice mail or electronic mail).

### III. TELECOMMUTING GUIDELINES/CONSIDERATIONS

#### Resources

Various resources are being developed to help all parties involved in the telecommuting arrangement: the supervisor, the telecommuter, and, if pertinent, the administrative staff. Additional resources will be identified as they become available.

For more information about telecommuting, call 1-800-66VIRTUAL (or 1-800-668-4788).

Training courses and other materials to make the telecommuting arrangement more effective include the following:

- Telesis Management Institute (TMI), School of Management's course on telecommuting entitled *Alternative Workstyles of the '90's: Telecommuting*. For more information about this course, call (800) 794-2527 ext. 2.
- Several courses on ergonomics. Call Centralized Scheduling Unit at (800) 794-2527 ext. 122 for more information.
- Pacific Bell Education and Training, Computer Solutions courses on microcomputers and technical aspects of telecommuting and the virtual office. Call Centralized Scheduling Unit at (800) 794-2527.
  - *The Macintosh: Inside and Out* on general maintenance and troubleshooting
  - *The PC: Inside and Out* on general maintenance and troubleshooting
  - *End User's Introduction to Network Fundamentals* on networking issues
  - *Designing the Virtual Office: A Practical Approach to Telecommuting and Beyond* on the technical aspects of telecommuting and the virtual office. Call Mike Harvey at (510) 823-6244 for more information.

Consult Real Estate for help in redesigning and/or reducing space.

#### IV. THREE KINDS OF TELECOMMUTERS

Given the increase and expansion of telecommuting as a viable work option, it is more accurate to say that three kinds of telecommuters exist today. A Telecommuting and Virtual Office Decision Tree Matrix on page 34 summarizes these three kinds of telecommuters. It is recommended that supervisors and employees who are considering a telecommuting arrangement do the following:

1. Read this section carefully and determine which kind of telecommuting is being implemented.
2. Consult the Telecommuting and Virtual Office Decision Tree Matrix on page 34 regarding issues of office location, possible adjustments to the zone differential, and computation of mileage.
3. Review the previous sections about general guidelines for telecommuting.
4. Discuss specific goals, completion dates, and measures for success by using the Performance Management Plan (PMP) for the work to be performed by the telecommuter. Continuously monitor whether the telecommuting arrangement is still the best option for completing the job responsibilities or projects of the telecommuter.
5. Complete and sign the telecommuting agreement and specify the kind of telecommuting to be implemented.
6. Regularly report telecommuting time by using Environment Code 6.

#### IV. THREE KINDS OF TELECOMMUTERS

*Definitions of office space:* For the three kinds of telecommuters, the following terms and definitions are applicable:

- *Dedicated office space:* This is office space specifically assigned to an individual.
- *Shared office space:* This is office space that is shared by two or more individuals.
- *Hoteling:* This is office space which is assigned when the telecommuter or mobile worker comes to a company location or alternate work location on a space-available basis.
- *Primary company office location:* This is where a telecommuter would have worked in the absence of an alternate work location or home-based office.
- *Alternate location:* This is a location that is different from the home base or the primary company office location. For all alternate location based telecommuters (high-frequency, low-frequency or full-time), this can be a formal telecommuting center established by the company, or consist of office space at a telecommuting center shared with other companies. Additionally, for the high-frequency or low-frequency telecommuter, this could be another company location that is designated as the location for telecommuting.
- *Hub location:* This could be the district or division office, the location where the telecommuter's mail and paycheck are sent, or the company location where the telecommuter would work if he/she were not telecommuting as a mobile worker. The supervisor should assign the CLLC code of the hub location for purposes of assigning zone differential and mail delivery.

#### IV. THREE KINDS OF TELECOMMUTERS

##### Home Based Telecommuter

Home based telecommuters have an office at their home and their amount of telecommuting is one of the following: (1) full-time, (2) on a high-frequency basis, or (3) on a low-frequency basis. Telecommuters are not eligible for CILOR (Commute in Lieu of Reocation).

- (1) Home Based, full-time telecommuter: This telecommuter has an office at home and telecommutes 5 days per week. He/she may come into the work location for staff meetings or to meet with team members on a project. He/she does not have a company office location.

*Zone differential*: Because all of the work schedule is done at the home-based office, the zone differential is based on the residence location. The supervisor should select the closest CLLC code to the residence location in the same city for purposes of assigning zone differential and mail delivery.

*Mileage*: This is granted for business travel minus normal commute to the telecommuter's residence location by using the closest company CLLC code in the same city.

- (2) Home Based, high-frequency telecommuter: This person telecommutes 3 to 4 days per week from his/her office at home. Additionally, on the days he/she works in the company location, this telecommuter will share or hotel an office in the company location.

*Zone differential*: The zone differential is based on the primary company location office. The supervisor should continue to use the CLLC code of the primary company location office for purposes of assigning zone differential and mail delivery.

*Mileage*: This is granted for business travel minus normal commute to the primary company office location.



#### IV. THREE KINDS OF TELECOMMUTERS

##### Home Based Telecommuter (continued)

- (3) Home Based, low-frequency telecommuter: This person telecommutes 1 to 2 days per week from his/her office at home. Additionally, on the days he/she works in the company location, this telecommuter will have a dedicated or shared office in the company location.

*Zone differential:* The zone differential is based on the primary company location office. The supervisor should continue to use the CLLC code of the primary company location office for purposes of assigning zone differential and mail delivery.

*Mileage:* This is granted for business travel minus normal commute to the primary company office location.

##### Mobile Worker

The mobile worker is part of the evolving trend in telecommuting where the office as a stationary physically based office ceases to exist in what is called the "virtual office." This telecommuter has a portable office that may include a computer laptop and perhaps a cellular phone that can be easily transported to a variety of locations. He/she works full-time (5 days per week) at various locations other than his/her home or the primary company office location. He/she does not have an exclusive office in a company location but instead has a portable office. Mobile workers are not eligible for CILOR (Commute in Lieu of Relocation).

*Zone differential:* The zone differential is based on the hub location office. The hub location is identified at the time the telecommuting agreement is completed and signed by the supervisor and the employee. The hub location could be the district or division office, the location where the telecommuter's mail and paycheck are sent, or the company location where the person would work if he/she were not telecommuting as a mobile worker. The supervisor should assign the CLLC code of the hub location office for purposes of assigning zone differential and mail delivery.

*Mileage:* This is granted for business travel minus normal commute to the hub location.

#### IV. THREE KINDS OF TELECOMMUTERS

##### Alternate location based telecommuter

Alternate location based telecommuters work at an alternate location (location other than the primary company location) and their amount of telecommuting is one of the following: (1) full-time, (2) on a high-frequency basis, or (3) on a low-frequency basis. This option of using an alternate location may be chosen when the supervisor and the employee determine that a home based office for telecommuting is not feasible. If hoteling is used, the work organization may want to establish a formal schedule when alternate work location based, high- or low-frequency telecommuters do come into the company work office ("hoteling"); or more informally designate space and guidelines for when the telecommuter comes to the company work office. Telecommuters are not eligible for CILOR (Commute in Lieu of Relocation).

(1) Alternate location based, full-time telecommuter: This telecommuter has an office at the alternate location which is **not a company location** and telecommutes 5 days per week. He/she may come into the work location for staff meetings or to meet with team members on a project. The alternate location may be a formal telecommuting center established by the Company or consist of office space at a telecommuting center shared with other companies.

*Zone differential*: Because the majority of the work schedule is done at the alternate work location, the zone differential is based on the alternate work location. The supervisor should select the closest CLLC code to the alternate work location in the same city for purposes of assigning zone differential and mail delivery.

*Mileage*: This is granted for business travel minus normal commute to the alternate work location.

#### IV. THREE KINDS OF TELECOMMUTERS

##### Alternate location based telecommuter (continued)

- (2) Alternate location based, high frequency telecommuter: This person telecommutes 3 to 4 days per week from an alternate location where the office is either dedicated or shared. Additionally, on the days he/she works at the primary company location, this telecommuter will share or hotel an office in the company location. The alternate location may be a formal telecommuting center established by the Company, consist of office space at a telecommuting center shared with other companies, or be another company location that is designated as the location for telecommuting.

*Zone differential*: The zone differential is based on the primary company office location. The supervisor should continue to use the CLLC code of the primary company location office.

*Mileage*: This is granted for business travel minus normal commute to the primary company office location.

- (3) Alternate location based, low-frequency telecommuter: This person telecommutes 1 to 2 days per week from an alternate location where the office is either shared or hoteled. Additionally, on the days he/she works at the primary company location, this telecommuter will have either a dedicated or shared office in the company location. The alternate location may be a formal telecommuting center established by the Company, consist of office space at a telecommuting center shared with other companies, or be another company location that is designated as the location for telecommuting.

*Zone differential*: The zone differential is based on the primary company office location. The supervisor should continue to use the CLLC code of the primary company location office.

*Mileage*: This is granted for business travel minus normal commute to the primary company office location.

## TELECOMMUTING AND VIRTUAL OFFICE DECISION TREE

IF your work location is:	AND the amount of time you are telecommuting per week is:	THEN your office is:	AND your zone differential is based on:	AND your mileage is granted for business travel minus commute to:
<b>Home based</b>	Full-time (5 days per week)	Your residence (no company office location)	Your residence location (closest company CLLC code in same city)	Your residence location (closest company CLLC code in same city)
	High frequency (3 to 4 days per week)	Your residence AND Shared or hoteled company location office	Primary company office location	Primary company office location
	Low frequency (1 to 2 days or less per week)	Your residence AND Dedicated or shared company location office		
<b>Mobile based</b>	Full-time	Portable (no company office location)	Hub location	Hub location
<b>Alternate location based</b>	Full-time (5 days per week at a non-company location)	Alternate location (no company office location)	Alternate location (closest company CLLC code in same city)	Alternate location
	High frequency (3 to 4 days per week at any alternate location)	Dedicated or shared office at alternate location AND Shared or hoteled office at primary company location	Primary company office location	Primary company office location
	Low frequency (1 to 2 days or less per week at any alternate location)	Shared or hoteled office at alternate location AND Shared or dedicated office at primary company location		

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- **Hoteling:** This is office space which is assigned when the telecommuter or mobile worker comes to a company location or alternate location on a space-available basis.
- **Primary company office location:** This is where the telecommuter would have worked in the absence of an alternate location or home-based office.
- **Alternate location:** This is a location that is different from the home base or the primary company office location.

**OFFICIAL COMPANY SERVICES (OCS)  
TELECOMMUTING SERVICE  
Request for Service Approval Form**

Please complete this form in its entirety and return to : OCS Service Center, 666 Folsom, Room 618, San Francisco, fax number 415-243-9824. Refer questions to the OCS Service Center at 1-800-832-7800. (NOTE: OCS DOES NOT PROVIDE TELECOMMUTE LINES INTO INDEPENDENT TERRITORY. THE TELECOMMUTER SHOULD CALL THEIR LOCAL TELEPHONE COMPANY FOR NEW LINES.)

Employee Name: \_\_\_\_\_ Date: \_\_\_\_\_

ARC: \_\_\_\_\_ Title: \_\_\_\_\_ Social Security No.: \_\_\_\_\_

Residence Address: \_\_\_\_\_

Work Address: \_\_\_\_\_

Home Telephone No.: \_\_\_\_\_ Work Telephone No.: \_\_\_\_\_

The service and/or equipment required for this request is: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The billing and toll statement should be forwarded to:

Dept.: \_\_\_\_\_ Title: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Skip-level Second, Third level, or above

ARCs: Originating/Billing ARC \_\_\_\_\_ Capital ARC \_\_\_\_\_ Expense ARC \_\_\_\_\_

The approval signature will confirm that the Telecommuting Agreement, contained in the 1995 "Pacific Bell Management Telecommuting and Virtual Office Policy," has been reviewed and signed by the Employee, and the Agreement has been placed in the Employee's personnel folder for the duration of the use of this service.

Referral name regarding questions about the approval of this request:

Name: \_\_\_\_\_ Telephone No.: \_\_\_\_\_

Approval signature: \_\_\_\_\_ Date: \_\_\_\_\_

Employee's Immediate Supervisor

Printed Approver's Name and Title: \_\_\_\_\_

## APPENDIX: TELECOMMUTING AGREEMENT

PAGE 1 OF 2

I have read and understand the attached Management Telecommuting and Virtual Office Policy, and agree to the duties, obligations, responsibilities and conditions for telecommuters expressed in that document, in addition to my normal duties, obligations and responsibilities as a Pacific Bell management employee.

As a telecommuter, I have reviewed the three kinds of telecommuting on the Telecommuting and Virtual Office Decision Tree Matrix with my supervisor and understand that the kind of telecommuting that applies to my situation is the following:

*(specify kind of telecommuting that is being undertaken with amount of frequency)*

I agree that, among other things, I am responsible for establishing specific scheduled telecommuting work hours, furnishing and maintaining my designated work space in a safe manner, employing appropriate telecommuting security measures and protecting company assets, information, trade secrets, and information systems. If I have a home-based office, I am responsible for ergonomic requirements for my home-based office.

I understand that telecommuting is voluntary and I may stop telecommuting at will, at any time. I also understand that the company may, at will, at any time, change any or all of the conditions under which I am permitted to telecommute or withdraw permission to telecommute.

Additionally, I have completed the following pertinent sections.

1. Remote Work Location:

<hr/>		
<i>Street Address</i>		
<hr/>		
<i>City</i>	<i>State</i>	<i>Zip Code</i>

☐ Employee Residence                      ☐ Company Premise                      ☐ Other

Description of Designated Work Space at remote work location:

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2. Telecommuting Schedule:

☐ On a weekly basis as follows: 

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*(regular telecommuting days)*

☐ On a monthly basis as follows: 

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*(regular telecommuting dates)*

APPENDIX: TELECOMMUTING AGREEMENT

PAGE 2 OF 2

☐ No regular schedule - separate permission for each telecommuting day

3. Regular Telecommuting Work Hours: \_\_\_\_\_ to \_\_\_\_\_

4. Company Assets (if any) provided for use at remote work location:

*Description*

*ID Number*

\_\_\_\_\_  
\_\_\_\_\_

5. Company Information Systems (if any) to which employee will have access from remote work location:

\_\_\_\_\_  
\_\_\_\_\_

6. Non-Company equipment, software and data permitted to be used with Company Assets or Company Information Systems (if any) to which employee has access from remote work location:

*Item*

*Company Assets/Information Systems  
with which item can be used*

\_\_\_\_\_  
\_\_\_\_\_

7. Other:

\_\_\_\_\_  
*Dated*

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Dated*

\_\_\_\_\_  
*Supervisor Signature*